

# Card Room Employee Orientation



Information Provided by the  
Washington State Gambling  
Commission

GC5-007 (10/2002)



## **Regional Phone Numbers**

**Everett (425) 339-1728**

**Tacoma (253) 471-5312**

**Spokane (509) 329-3666**

**Toll Free 1-800-345-2529**

**Website: [www.wsgc.wa.gov](http://www.wsgc.wa.gov)**



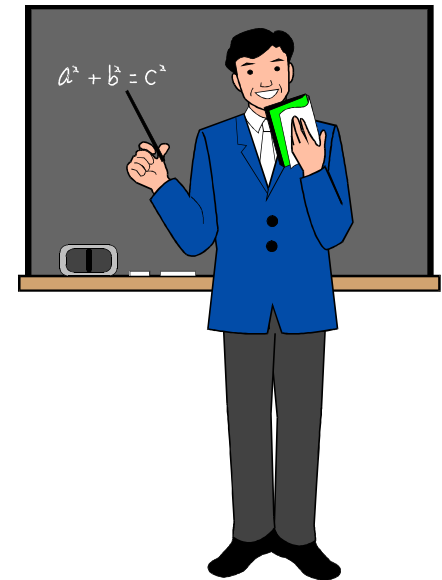
## **Licensing Phone Numbers**

**Organizations and Individuals (360) 486-3516**

**Financial Investigations (360) 486-3555**

# Presentation Overview

- Definitions and General Information
- What Happens if You Violate a Law or Rule?
- Licensing Requirements
- Operational Requirements



# Objectives

- Train for Required Functions as Outlined in Approved Internal Controls
- Explain Consequences from Gambling Commission of Failing to Follow Laws and Rules
- Seek Voluntary Compliance

*“It is not possible to teach anyone anything. It is only possible to arrange for someone to learn.”*

## **Definition of a Card Room Employee**

***WAC 230-02-415***

- Collect fees;
- Deal;
- Supervise: Pit Boss, Floor Person, etc.;
- Cashier; Selling (Class E or F) or Redeeming Chips;
- Surveillance;
- Security;
- Accounting for Card Room Funds;
- Controlling keys to secure areas, or
- Game Starters (Poker)



# Types of Card Room Employee Licenses

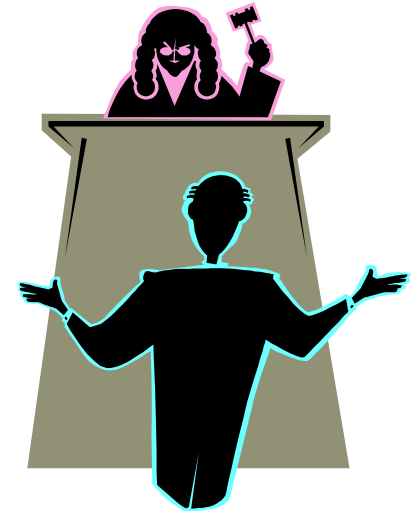
- Class A Employee: performs duties as defined in WAC 230-02-415 in a Class E card room
- Class B Employee: performs duties as defined in WAC 230-02-415 in Class F and Class HB card rooms.



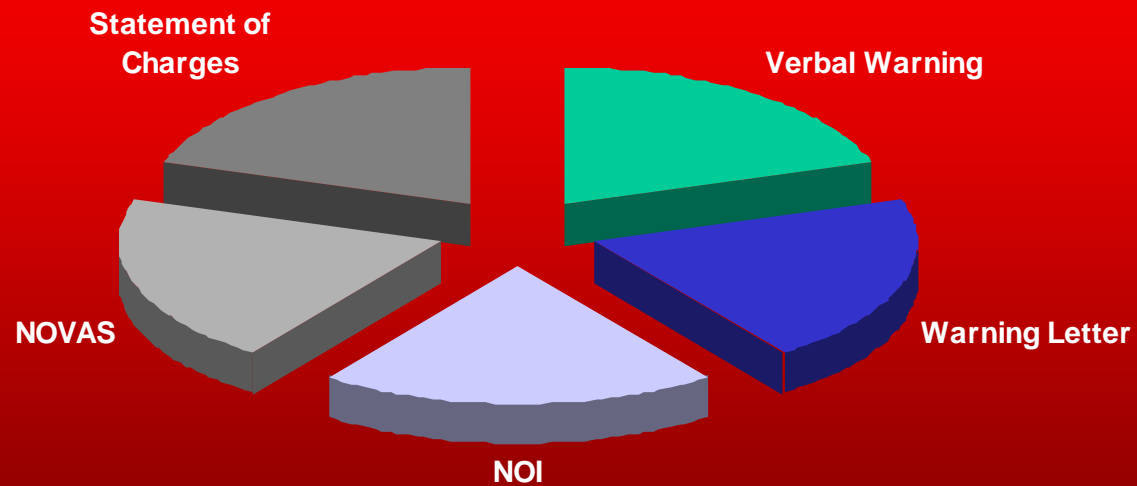
# **Zero Tolerance for Certain Violations**

**There will be no verbal or written warnings for the following violations:**

- Unlicensed Employees
- Cheating the public or employer
- Stealing from the public or an employer
- Lying

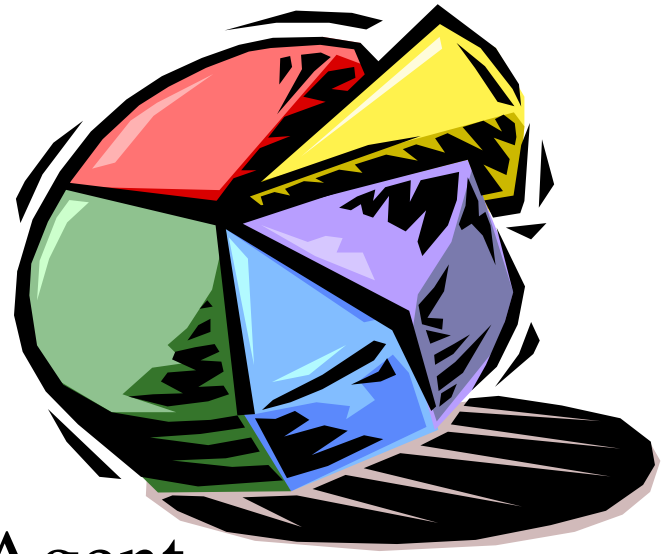


# How a Violation May be Handled

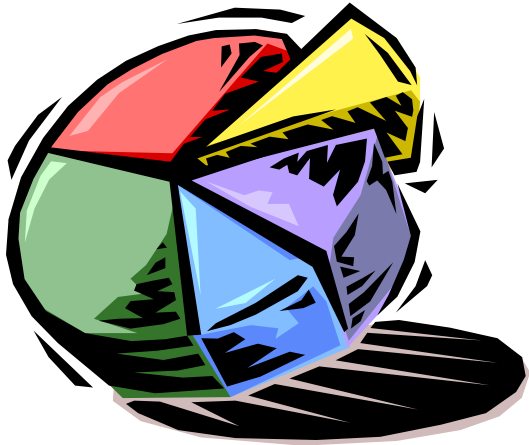




## Verbal Warning



- Issued by the Special Agent
- Documented in the agent's route book



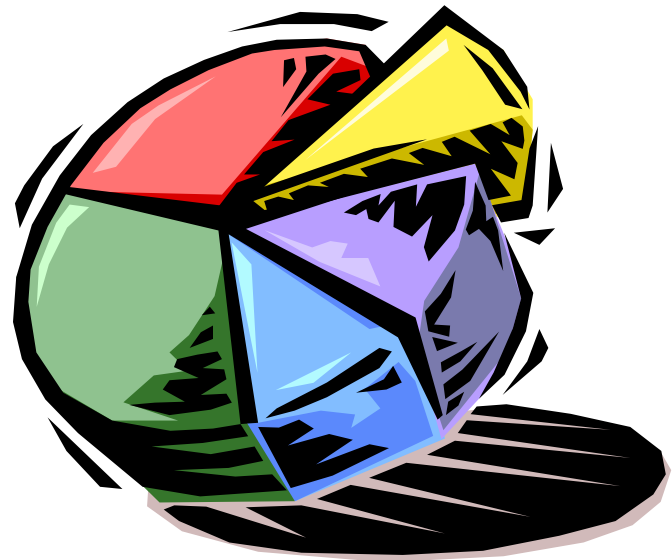
## Warning Letter

- Failure to correct after verbal warning given or for a more serious offense
- Letter sent to you and your employer
- Copy of letter kept in permanent license file and will be used as evidence in future

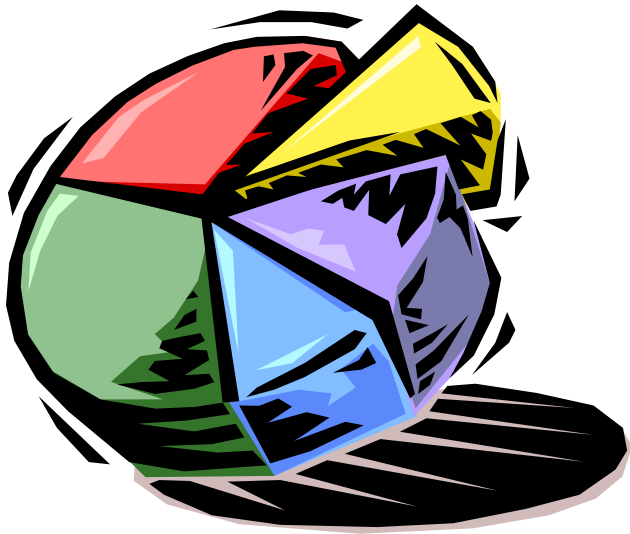
# N.O.V.A.S.

## (Notice of Violation and Settlement)

- Issued by Special Agent
- \$200 fine
- Must be paid within 15 days of issuance



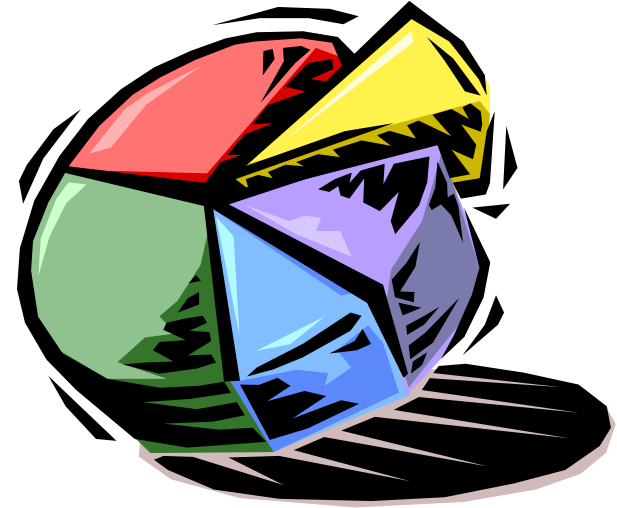
# NOI (Notice Of Infraction)



- On-site written warning given by Special Agent
- Copy given to employer and license file

# Statement of Charges

- Statement of charges sent to you and your employer
- Administrative Hearing set
- You may represent yourself or hire an attorney

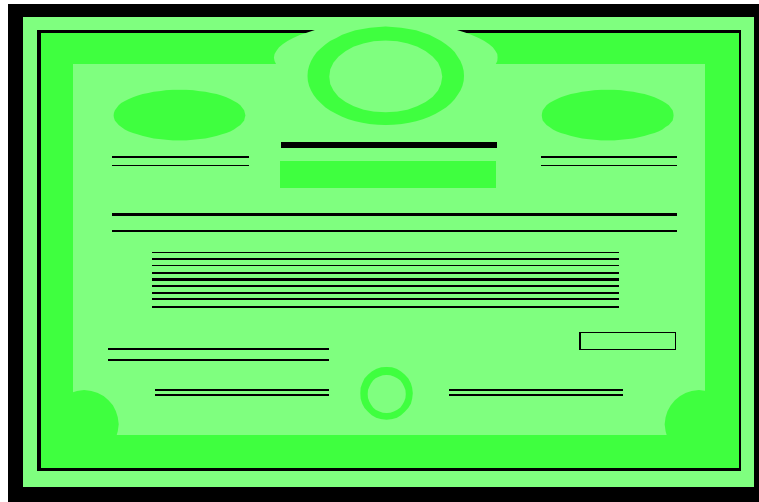


# Administrative Hearing Process

- Suspension of license
- Revocation of license
- Appeal Process: 5 member Commission and then to Superior Court if necessary
- Outcome posted in the Card Room  
Industry newsletter

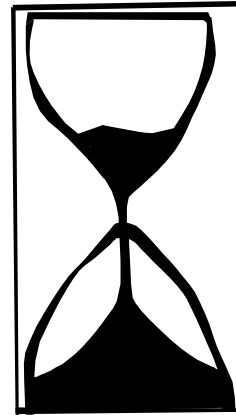
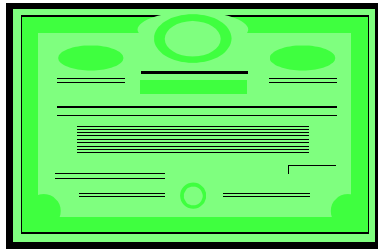


# Licensing Basics



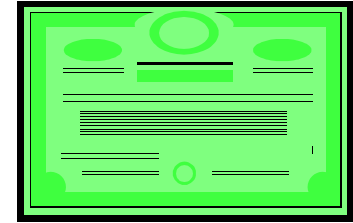
## Expiration Dates

- One year minus a day from the date application is received by commission
- Expiration date remains the same if you transfer to another card room or tribal casino





# Renewing Your License



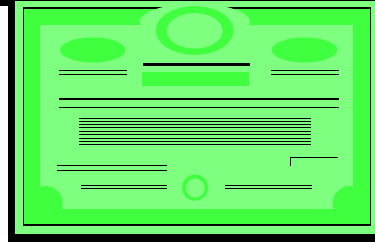
- Courtesy “Renewal Notification” is mailed out 45 days prior to expiration date
- Notification is mailed to the last address on record
- Renewal license will be mailed to your employer
- You must check with your HR dept. to know exactly what day the application and fees were mailed

# Transferring to a New Employer or Adding an Employer



- “Personnel Change Notification” form submitted to commission
- \$56 Transfer fee billed at renewal time

# Changes to Your License Information



- Name – Change must be provided 30 days prior to effective change date
- \$26 name change fee
- Address – Must report within 30 days in writing to Licensing dept.



# Reporting Criminal History

- Civil and Criminal action
- Must report, in writing, within 14 days of arrest for crime,
- Must report, in writing, again for final disposition

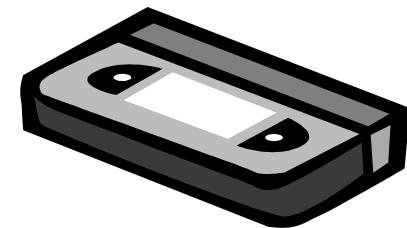


# Operational Section



# Inspection of Premises and Records

- WSGC – Unlimited access to premises and records
- Local law enforcement – unlimited access to premises and records
- Procedures for accessing sensitive areas of premises
- Procedures for removing records, video tapes, files etc.



# Criminal Activity

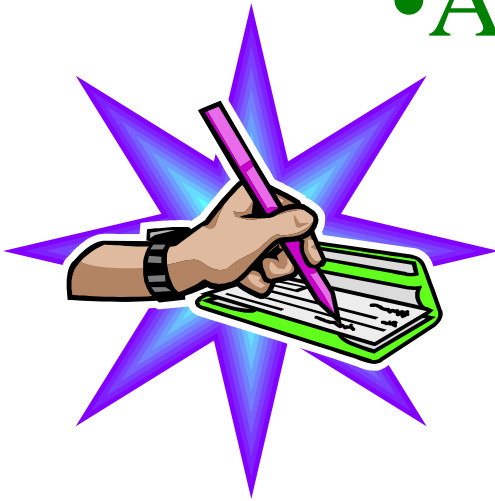
- Bookmaking
- After hours card games
- Cheating as a player/employee
- Theft from the employer/public
- Reporting requirements



# Credit

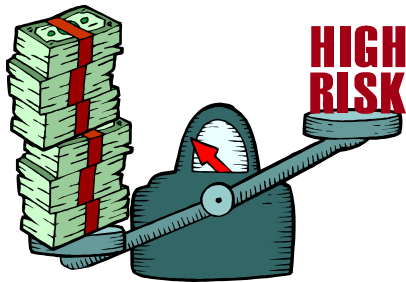


- Examples of credit
- Acceptance of checks





# Problem Gambling, Intoxicated, and Underage Players



- Washington State Council on Problem Gambling (800) 547-6133
- Self-exclusion - house policies
- Cutting off intoxicated players – house policies
- Minimum age to play is 18

# Acceptance of Tips

- Who can accept
- Forced tipping
- Letting tips “ride”



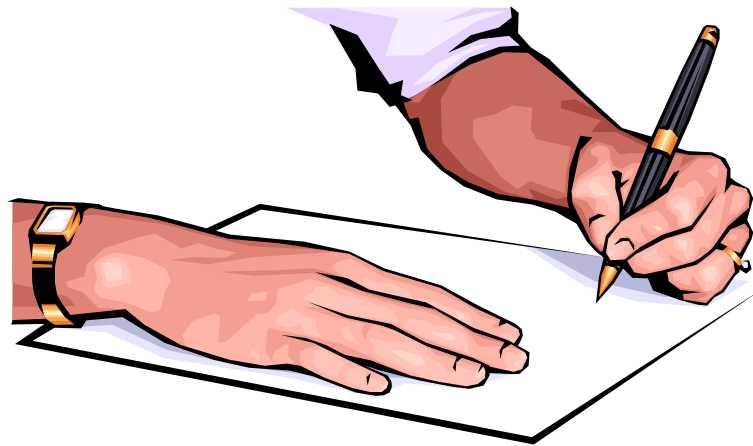
# Internal Controls

- Departmentalized
- Know and review your areas of responsibility



# Record Keeping Requirements

- Signature Requirements
- Signature Card Requirements



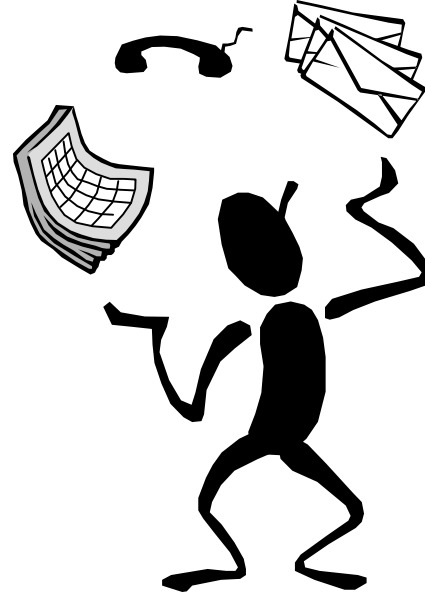
# Record Keeping Requirements (Cont.)

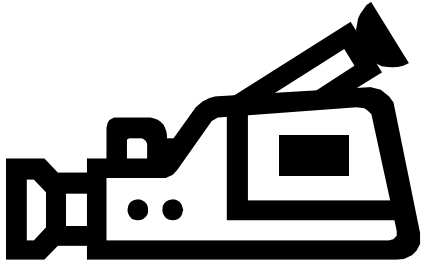
- Key Controls
- Importance of Documentation Flow



# **Job Duties/Conflicts**

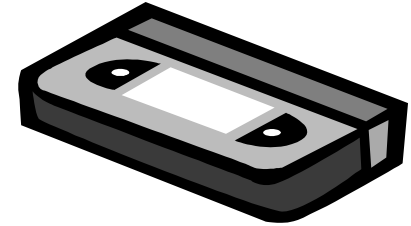
- Incompatible Functions
- Required Levels of Supervision





# Surveillance Requirements

- CCTV Requirements
- Surveillance is always watching



This concludes our card room  
employee orientation session.  
Thank you for attending.

